



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4760

Investigator: Greg FreemanPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2008 - 67508Date: 4/2/2008Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableComplaint By: First: LarryLast: SmithAccount Name: Larry Smith

Arizona Corporation Commission

Street: [REDACTED]

DOCKETED

Work:City: [REDACTED]

APR - 3 2008

CBR:State: [REDACTED]Zip: [REDACTED]

DOCKETED BY [REDACTED]

is:RECEIVED
2008 APR - 3 P 12:04
AZ CORP COM
DOCKET CONTROLUtility Company: Arizona - American Water CompanyDivision: WaterContact Name: [REDACTED]Contact Phone: [REDACTED]Nature of Complaint:

04/02/2008-OPPOSED RATE CASE OPINION - DOCKET NUMBER W-01303A-07-0209

Customer says that the new owner of the utility appears to be a little "money hungry." Customer feels that the basis of the increase is not adequate. Customer says that the need to increase fire flow needs and to fix the system is not valid. The fire department in Sun City is very good. Out of 900 calls, only 3 were in response to fire. Customer says that the need for water price increases in Sun City is not needed. Customer says that the pressure is fine, the water service is fine, the fire department is not using the water, and the basis of the increase is not valid.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

04/02/2008- FILED OPPOSED RATE CASE OPINION FOR DOCKET NO. W-01303A-07-0209

"Your opinion regarding the Arizona American Water rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Arizona American Water application.

The concerns raised in opinions received from you will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

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Staff [REDACTED] comments and the [REDACTED] on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000."

End of Comments

Date Completed: 4/2/2008

Opinion No. 2008 - 67508

Substantiated/Un-Substantiated not yet determined

Notes:

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]